

am



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/990,871	11/16/2001	Syed Abdulkader El Shariff Bin Mohamed Alhadad	70751	2339

27975 7590 02/27/2006

ALLEN, DYER, DOPPELT, MILBRATH & GILCHRIST P.A.
1401 CITRUS CENTER 255 SOUTH ORANGE AVENUE
P.O. BOX 3791
ORLANDO, FL 32802-3791

EXAMINER

ELAHEE, MD S

ART UNIT	PAPER NUMBER
----------	--------------

2645

DATE MAILED: 02/27/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/990,871

Applicant(s)

MOHAMED ALHADAD ET AL.

Examiner

Md S. Elahee

Art Unit

2645

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 03 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 20 July 2005.
- 2a) ☒ This action is FINAL. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date 07/20/2005.
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____.

DETAILED ACTION

Response to Amendment

1. This action is responsive to an amendment filed on 07/20/05. Claims 1-20 are pending.

Response to Arguments

2. Applicant's arguments filed on 07/20/05 have been fully considered but are moot in view of the new ground(s) of rejection which is deemed appropriate to address all of the needs at this time.

Claim Rejections - 35 USC § 112

3. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

4. Claim 1 is rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

Regarding claim 1, the phrase "whose task it" in line 14 of the claim is indefinite because it is unclear what 'it' refers to.

Claim Rejections - 35 USC § 103

5. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Art Unit: 2645

6. The factual inquiries set forth in *Graham v. John Deere Co.*, 383 U.S. 1, 148 USPQ 459 (1966), that are applied for establishing a background for determining obviousness under 35 U.S.C. 103(a) are summarized as follows:

1. Determining the scope and contents of the prior art.
2. Ascertaining the differences between the prior art and the claims at issue.
3. Resolving the level of ordinary skill in the pertinent art.
4. Considering objective evidence present in the application indicating obviousness or nonobviousness.

7. This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

8. Claims 1-20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Rogers et al. (U.S. Patent No. 5,946,386) in view of Wolff et al. (U.S. Patent No. 5,774,887).

As to Claims 1,10,19-20, with respect to Figures 1 and 6-7, Rogers teaches a method of supplying one or more voice messages to a party in voice communication with a facility comprising the steps of:

(a) providing a voice message storage and retrieval mechanism in which one or more voice messages are stored, and which is controllably operative to selectively play back a

respective voice message stored therein in response to a voice message selection signal applied thereto (Figure 1, label 101 and Col. 36, lines 10-62);

(b) providing a system user computer [i.e., customer relationship management] workstation with a display interface that operative to display a plurality of objects in association with a call management application program employed by a system user to service the party (Figure 1, labels 113, 114 and Figure 6);

(c) in response to the system user performing a prescribed interaction with one more selected objects displayed by the display interface, modifying the execution of one or more program processing actions by the call management [i.e., form-based CRM] application program, so as to automatically trigger one or more actions, including the automatic playback one or more pre-recorded phrases by said voice message storage and retrieval mechanism to the party that are effective to cause the party to voice information to the pre-recorded messages (Col. 29, lines 59-67, Col. 31, lines 11-15, 45-50, 60-67)

However, Rogers does not specifically teach a forms-based CRM display interface, a CRM operator whose task is to complete one or more forms displayed by said forms-based CRM display interface in the course of servicing said party as well as information is filled into one or more prescribed fields of said form-based CRM display interface by said CRM operator. Wolff teaches a forms-based CRM display interface, a CRM operator whose task is to complete one or more forms displayed by said forms-based CRM display interface in the course of servicing said party as well as information is filled into one or more prescribed fields of said form-based CRM display interface by said CRM operator (col.3, lines 44-62, col.7, lines 5-17, col.8, lines 13-55,

Art Unit: 2645

col.10, lines 58-67, col.11, lines 1-18). Thus, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Rogers to incorporate a forms-based CRM display interface, a CRM operator whose task is to complete one or more forms displayed by said forms-based CRM display interface in the course of servicing said party as well as information is filled into one or more prescribed fields of said form-based CRM display interface by said CRM operator as taught by Wolff. The motivation for the modification is to have doing so in order to provide a user an online help by allowing him/her to efficiently fill in the form.

As to Claims 2,11, Rogers teaches the method according to claim 1, wherein said form-based CRM application program is operative to cause said form-based CRM display interface to controllably display a plurality of control objects, manipulation of which by said form-based CRM will cause execution of pre-defined automated actions, and wherein step (c) comprises modifying, without access to source code of said form-based CRM application program, the execution of one or more program processing actions by said form-based CRM application program (Figure 6 and Col. 3 1, lines 60-67).

As to Claims 3, 12, Rogers teaches the method according to claim 2, wherein step (c) comprises modifying the execution of one or more program processing actions by said form-based CRM application program performing at least one of hooking sub-classing actions with respect said form-based CRM application program (Col. 32, lines 9-20).

Art Unit: 2645

As to Claims 4,13, Rogers teaches the method according to claim 1, wherein said voice storage and retrieval mechanism is operative to play back said selected voice message to said party in the voice of said CRM operator, so that it appears to said party that said CRM operator is speaking said selected voice message (Col. 37, lines 8-18).

As to Claims 5,14, Rogers teaches the method according claim 1, wherein said prescribed interaction performed by said CRM operator includes manipulation of an element in association with said selected object (Col. 31, lines 44-50).

As to Claims 6, 15, Rogers teaches the method according to claim 1, wherein said form-based CRM display interface provided step (b) is operative display a plurality of objects respectively associated with different information components to be interfaced with said form-based CRM application program in the course of said CRM operator servicing said party (Figures 6a and 6b).

As to Claims 7,16, Rogers teaches the method according to claim 6, wherein step (c) comprises, in response to said CRM operator performing said prescribed interaction with selected objects displayed by said form-based CRM display interface, causing said voice message storage and retrieval mechanism to play back respectively different voice messages requesting said party to supply respectively different information components associated with said selected objects (Col. 31, lines 45-50 and Col. 37, lines 8-18).

As to Claims 8, 17, Rogers teaches the method according to claim 1, wherein step (c) further includes causing said form-based CRM display interface to display a text message associated with said selected voice message played back to said party (Col. 38, lines 29-34).

Art Unit: 2645

As to Claims 9, 18, Rogers teaches the method according to claim 1, wherein step (c) further includes causing said form-based CRM display interface to modify a characteristic of the selected object for which a voice message is played back to said party (Col. 38, lines 29-40).

Conclusion

9. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than **SIX MONTHS** from the date of this final action.

10. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Md S. Elahee whose telephone number is (571) 272-7536. The examiner can normally be reached on Mon to Fri from 8:30am to 5:00pm.

Art Unit: 2645


If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan Tsang can be reached on (571) 272-7547. The fax phone number for the organization where this application or proceeding is assigned is (571) 273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

ME

MD SHAFIUL ALAM ELAHEE

February 21, 2006


FAN TSANG
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2600